

**THE OFFICE OF REGULATORY STAFF**  
**DIRECT TESTIMONY**  
**OF**  
**BONNIE THARPE**



**DOCKET NO. 2006-328-C**

**Petition of the Office of Regulatory Staff to  
Require ConnectNow! Telecomm, LLC to Issue  
Refunds**

**February 23, 2007**

1

2

**TESTIMONY OF BONNIE THARPE FOR**

3

**THE OFFICE OF REGULATORY STAFF**

4

**DOCKET NO. 2006-328-C**

5

**IN RE: PETITION OF OFFICE OF REGULATORY STAFF TO REQUIRE**

6

**CONNECTNOW! TELECOM LLC TO ISSUE REFUNDS**

7

8

**Q. PLEASE STATE YOUR NAME, OCCUPATION AND BUSINESS ADDRESS.**

9

A. My name is Bonnie Tharpe. I manage a business, St. George Video Den d/b/a H & K Electronics in St. George, South Carolina. My business address is 329 N. Parler Avenue, St. George 29477.

12

13

**Q. DID YOU PURCHASE TELECOMMUNICATIONS SERVICE FROM CONNECTNOW?**

14

15

A. No. I was an agent for ConnectNow! Telecom LLC ("ConnectNow"). Consumers purchased ConnectNow service through my store and ConnectNow would draft my bank account each week.

18

19

**Q: WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?**

20

21

A. The purpose of my testimony is to inform the Commission of the amount of refund ConnectNow owes to me and my customers.

22

23

---

1    **Q.    WHAT IS THE AMOUNT OF REFUND YOU ARE OWED?**

2    A.    Approximately \$1600.00. ConnectNow drafted this amount from my bank account.  
3           ConnectNow drafted money out of my account for service not delivered.

4

5    **Q.    DID YOU CONTACT CONNECTNOW AND REQUEST A REFUND?**

6    A.    I have not been able to reach Mr. Carter, President of ConnectNow or any of his  
7           staff for some time. I have requested that the money be returned but have not  
8           received any refund.

9

10   **Q.    DOES THIS CONCLUDE YOUR TESTIMONY?**

11   A.    Yes it does.

---